



*As of 5/24/19 there are still 115 total service requests open for the month of April

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – April 2019

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	433	92.6%
Solid Waste	734	98.8%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	450	91.1%
Civil	32	100.0%
Storm water	115	90.4%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	62	87.7%
Municipal Court	128	98.4%
Codes Enforcement	2725	97.9%
Parks & Recreation		
Parks & Recreation Maintenance	20	100.0%
Total Service Requests	4817	94.3%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	2513	14.2
Trash/Recycling Cart Issue	331	2.1
Trash Pickup Missed	282	2.0
Street Light Maintenance	279	13.7
Municipal Court	128	1.4

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	14,323
Average Answer Time	60 sec
Grade of Service(Calls answered in 20 sec or less)	58%